

# Washoe, Reno, Sparks - ONE Executive Briefing

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March 13, 2018



# Overview | Topics

- Accela Corporate Update
- Washoe/Reno/Sparks Update
- Support Snapshot
- Cloud Ops Update
- Roadmap
- Closing



# INTRODUCTIONS

## ACCELA

Audrey Zuro	Enterprise Account Executive
Ken Sawtelle	Sales Director, West
Steve Schroeder	VP Sales, West
Srini Kakkera	Chief Technology Officer
Sharon Talkington	Director, Customer Support

# Accela Corporate Update

# Accela Corporate Update

- What the Berkshire partnership means to you ...
  - Customer Support - Bringing Engineering (Tier 3) Skillsets to Customer Organization
  - Delivery - Investments to revolutionize our approach
  - Product Management - Solution Standardization
  - Product Engineering - Predictable Release Schedule
  - Sales - Additional staff, closer customer alignment
  - Expansion (Salt Lake, Ireland) Product and Support focused resources

# Looking forward to October . . .



 **Accela**  
**Accelerate 2018**  
Atlanta | October 10-13

# Washoe/Reno/Sparks Update

- Program Overview
- What is New?
  - New Agency Additions/Interest

# Customer Support

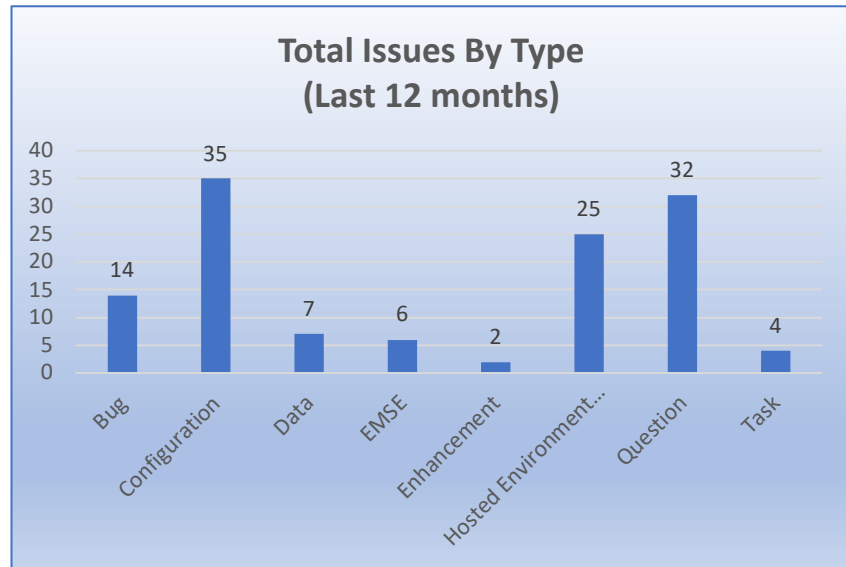
Report on current state of support cases



# Customer Support

## Findings and Analysis on 125 cases reviewed (last 12 months)

- Of the 125 cases I reviewed, delays in resolution occurred most often with complex issues related to configuration and scripting, and issues requiring a code change.
  - Our *NEW* Tier 3 should improve their experience greatly
    - Staffed with developers
  - Issues related to customer configuration and scripts needs further evaluation and discussion.
  - Results used in 1x1 with staff to coach them when to ask for help
  - Bottom line, we need to do better!



# Accela Cloud Ops

# Top 10 Cloud Updates



# Closing - Next Steps...

- Meeting Cadence?
  - Set Date, Topics and Agenda Items
- Areas to Explore
  - Interest in other Solutions? *Cannabis, CRM, Asset, Right of Way Mgmt, etc.?*



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